



**Australian Government**  
**Department of Immigration and Citizenship**

## **Registered Migration Agents using eVisa to lodge GSM applications**

Since 1 September 2007 all GSM visa subclasses have been able to be lodged with the Adelaide Skilled Processing Centre (ASPC) online. Below are some hints and tips for Registered Migration Agents lodging General Skilled Migration (GSM) applications online to minimise some of the common issues being reported.

### **Acknowledgement and Bridging visa letter failures**

If you have failed to receive an auto-generated acknowledgment or Bridging Visa grant letter you should send an email to the ASPC Migration Agents mailbox.

**Email:** [adelaide.gsm.team12@immi.gov.au](mailto:adelaide.gsm.team12@immi.gov.au)

**Note:** Failure to receive an auto-generated Bridging Visa grant letter does not mean that a Bridging Visa has not been granted.

### **Server error messages**

During the process of entering an application, the server will seek to verify information pertaining to identity by interrogating other departmental systems. During this process if any system is unavailable and the process cannot be completed, an error message will be displayed.

Please be patient and try again as this only indicates that demand on the application system may be high at that particular time.

### **Server and upgrade outages**

Server outages are advised on the public eVisa entry page. There is a link to these outages from the Agent Gateway. Please note the scheduled outage times before commencing an eVisa application.

Avoid attempting to lodge applications within 30 minutes of scheduled outage times as applications may become 'stalled' within the eVisa system or lost depending on the stage of the process reached at the time of the outage.

### **Correct Data Entry**

Incorrect data placed in some fields within an eVisa application can also cause an application to become 'stalled'.

**Example:** Overseas Qualifications entered in Australian Qualification fields.

Care should be taken to ensure that the information being entered is correct and entered into the relevant data entry field.

If an application is stalled due to data entry errors an applicant may not be granted a Bridging Visa and the application may not be visible to the ASPC. It is important to alert ASPC (ASPC Migration Agents mailbox if you are unable to see the application in Query Application Status (QAS).

**Email:** [adelaide.gsm.team12@immi.gov.au](mailto:adelaide.gsm.team12@immi.gov.au)

If you have not received an acknowledgement letter this can be an indication that the application has been stalled.

## Document Attachment Issues

Problems have been reported with the process of attaching documents to eVisa applications. This appears to be an intermittent problem. Often an error may be encountered on an initial attempt to attach documents, while a subsequent attempt may be successful. There is a significant benefit to the client in attaching documents directly to the application through the browser with visibility of documents attached and therefore received by the ASPC.

If unable to attach documents, these may be forwarded by email separately to the department.

**Email:** [adelaide.gsm.documents@immi.gov.au](mailto:adelaide.gsm.documents@immi.gov.au)

Please note the following when emailing attachments:

- Due to the volume of documents received in this mailbox there can be delays with attachment of the documents to the relevant application.
- Scanned copies of an original document (non-certified) must be in colour. If you scan documents in black and white, then they must be scanned copies of the certified copies. Please ensure that the scanned documents are correctly named to reflect their content and in the following formats: PDF, JPEG, TIFF or BMP
- Please do not embed or paste the images of documents within the body of emails as these cannot be processed.

## Reporting other errors and faults

Other errors and faults encountered with the eVisa system can be reported through the Migration Agents mailbox. Please place '**eVisa Problem**' in the subject line and also provide a detailed description of your problem. These will then be forwarded to the relevant IT area promptly for resolution.